

ISSUE 8

INSIDE THIS ISSUE:

*Anticipatory
Care*

*Ministerial Visit -
Swansea's
Integrated
Services*

*Western Bay
Safeguarding
Boards*

*'Sharing the
Learning' - Care
Council for
Wales sessions*

*Care Choices
Directory
2016/17*



Anticipatory Care

Person-centred planning gives people control over their future care

Welcome to the eighth edition of the Western Bay Programme's Newsletter.

In previous issues, we have included updates on the progress of the Community Services Programme; now the largest of all the Western Bay work streams.

One aspect of the Programme that has made great strides in recent months is the Anticipatory Care initiative, which started in spring 2015 and is steadily gathering pace throughout the region.

What is Anticipatory Care?

Anticipatory Care identifies those patients who are at risk of losing their independence, focusing primary care resources on the most vulnerable patients in our community. It allows service users and their families to develop a comprehensive plan to formally record details of the type of care they wish to receive in the future, including where they wish to be cared for if they become unable to live independently.

The key aim of Anticipatory Care is to ensure people feel prepared and confident that their needs and wishes will be taken into account should they experience a deterioration in their health.

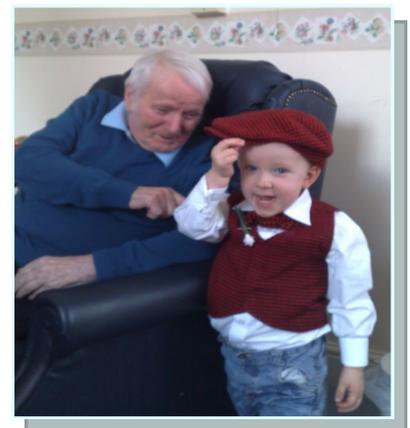
It provides the person with a real voice in terms of how their care is managed, as well as

giving relatives peace of mind that the well-being of their loved ones will remain at the heart of their future care provision.

How does it work?

Referrals are accepted from any source, providing the person has given consent and that they meet the following criteria:

- They are aged 75 or over
- They have had two or more hospital admissions, or have attended the emergency department on three or more occasions in the 12 months prior to the referral, and
- They have two or more medical conditions that have been identified by a health professional.



Continued on page 2...

This Newsletter is available in different formats. For more information, please contact 01792 633950 or email western.bay@swansea.gov.uk

Mae'r cylchlythyr hwn ar gael yn Gymraeg. Ffoniwch Swyddfa'r Rhaglen ar y rhif uchod i ofyn am gopi.

Cymraeg

Anticipatory Care

“Anticipatory Care is about collaboration and working in a person-centred way to ensure people are supported to make informed choices about their care”.

Paula Heycock

**AC Lead
Neath Port Talbot**

Continued from page 1...

Referrals are received by a ‘Care Navigator’, who cross checks the details with local health and social care systems and identifies which professionals need to be involved in the development of the Anticipatory Care plan.

Once this has been established, the case is discussed at a weekly multi-professional meeting attended by Social Workers, District Nurses, Community Psychiatric Nurses, Therapists and General Practitioners.

Should an Anticipatory Care plan be deemed appropriate, then the individual is allocated an appropriate professional to act as their ‘Care Coordinator’. It is the Care Coordinator’s responsibility to develop the Anticipatory Care plan in partnership with the person and their family. The completed plan is then shared electronically with the Welsh Ambulance Service, the Out of Hours GP and Social Services professionals.

A hard copy of the plan is also kept in the individual’s home, and can be referred to immediately should they experience a sudden deterioration in their health.

Shan Tanner, Regional Anticipatory Care Manager, commented:

“Early indications from patients have welcomed the support provided by the Care Coordinators, with evidence that patients are experiencing a better quality of life and feeling more confident to live more independently in their own home, avoiding unnecessary medical admissions. Feedback from professionals indicated a more cohesive and co-efficient working relationship, and General Practitioners in particular feel fully engaged and very keen to participate, recognising the benefits of a multi-professional, integrated model of care”.

Paula Heycock, Anticipatory Care Lead for the Neath Port Talbot locality, added:

“We’re really pleased with the service’s progress, and are starting to see some real benefits for people who have worked with us to identify their personal values and wishes for the future.

Ultimately, Anticipatory Care is about collaboration and working in a person-centred way to ensure people are supported to make informed choices about their care”.

Minister Visits Swansea’s Integrated Services

On 9th August, staff in Swansea were pleased to welcome Minister for Social Services and Public Health, Rebecca Evans to their bases in Bonymaen and the City Centre.

The purpose of the visit was to celebrate the success of health and social care integration across Swansea, with the Minister spending time with teams in the Acute Clinical Response Service and the Common Access Point, which is made up of access and information specialists and a multi-disciplinary team who provide a simple ‘one stop shop’ for anyone requiring advice or support on issues relating to adult health and social care.

The Minister praised the work of integrated services across the whole region, saying:



“The Welsh Government is committed to investing in community-based services to help people stay safe and independent in their own homes. As part of this, I’m pleased we’ve been able to allocate £10 million of funding in 2016-17 to support Western Bay’s health and social care services.

Through bringing local partners together, Western Bay’s innovative, integrated services are making a real difference to local people’s lives.”

WBSAB

Western Bay Safeguarding Boards



Back in July 2015, we featured an introduction to the Western Bay Safeguarding Boards and an overview of the progress made since their establishment (the Western Bay Children Board and Adults Board came into place in 2013).

In the past year, the Western Bay Safeguarding Children Board (WBSCB) have set the following strategic priorities:

- Neglect
- Child Sexual Exploitation
- Domestic Abuse
- New Psychoactive Substances

WBSCB have also published three Child Practice Reviews and are on course to publish a further two in early 2017.

Since January 2016, WBSCB have also published 6 protocols/ practice guidance: documents on:

- Childhood Obesity & CP Concerns Practice Guidance
- Minor Injuries in Babies Protocol
- Safeguarding Guidance for Non Statutory Organisations
- Birth Planning Guidance
- Protocol for the Supervision of Parents and Carers of Children Admitted to Hospital with Safeguarding Concerns
- Child Protection Register Enquiries Protocol.

Copies of all publications can be found at www.wbsb.co.uk

The Western Bay Safeguarding Adults Board (WBSAB) have also been working towards setting their strategic priorities for the year.

These are:

- Governance
- A response to the Older People's Commissioner's "A Place to Call Home" report and 'Operation Jasmine' action plan
- Domestic Abuse.

The WBSAB is currently undertaking four Adult Practice Reviews, as well as working to bring together a Multi Agency Professional Forum.

Following last year's 'Operation Jasmine' event, an action plan was developed and various sub groups are working on a range of activities to fulfil the requirements of the plan.

Close links are also being forged with those developing the Regional Quality Framework for Care Homes to progress this piece of work.

National Safeguarding Week

National Safeguarding Week is the first of its kind in Wales. Its aim is to raise awareness of the role of 'everyone' in safeguarding vulnerable children and adults at risk, and to highlight available support and intervention in Western Bay.

During the week, awareness-raising events for the general public and professionals will be delivered to reinforce the messages around safeguarding. The week will encompass a range of specialised events as well as providing training for staff.

To receive information about events being held during National Safeguarding Week please visit the website www.wbsb.co.uk

If you have any ideas or suggestions for events or activities that your agency would like to run during Safeguarding Week, please contact the Business Management Unit on 01639 686049/763022 or via email at wbsb@npt.gov.uk

'Safeguarding Matters'

The Western Bay Safeguarding Boards Annual Conference



Look out for posters, or visit the website for information relating to **'Safeguarding Matters' - The Western Bay Safeguarding Boards Annual Conference** at the Liberty City Stadium on 25th November 2016.

The conference is predominantly aimed at professionals and will feature an exciting range of speakers presenting on matters relating to both Children & Adults Safeguarding.

For information on how to book your place contact the Business Management Unit via email at wbsb@npt.gov.uk



Sharing the Learning



Social Care Legislation in Wales Information and Learning Hub – One Year On...

A series of information sharing sessions are being held for those with responsibility for **Workforce Development from the social care sector**. This includes: Local Authority social care training leads, Local Authority corporate training leads, Police, Health, Fire Service, Voluntary and Private sector staff, support organisations for those in receipt of Direct Payments, Housing, Further Education Providers and Social Care in Partnership Coordinators.

The aims and objectives of the sessions are:

- To familiarise workforce development leads with the range of learning resources available on the Care Council for Wales (Social Care Wales) Information and Learning Hub.
- To explore how to embed learning on the Social Service and Well-being (Wales) Act into future workforce development programmes, creating sustainability.
- To maximise the use of learning resources.

Dates and venue details are as follows:

November 11th – 9:30 (registration) 10:00 – 13:00. Radisson Blu Hotel, Cardiff. 2FL

Book your place here: <https://www.eventbrite.com/e/caerdyddcardiff-rhannur-dysgu-sharing-the-learning-tickets-28328905519>

November 17th – 9:30 (registration) 10:00 – 13:00. Venue Cymru, Llandudno. LL30 1BB.

Book your place here: <https://www.eventbrite.com/e/llandudno-rhannur-dysgu-sharing-the-learning-tickets-28330043924>

November 30th – 9:30 (registration) 10:00 – 13:00. Blanco's Hotel, Port Talbot. SA12 6NT.

Book your place here: <https://www.eventbrite.com/e/port-talbot-rhannur-dysgu-sharing-the-learning-tickets-28330107113>

Spaces are limited, so book early to avoid disappointment.



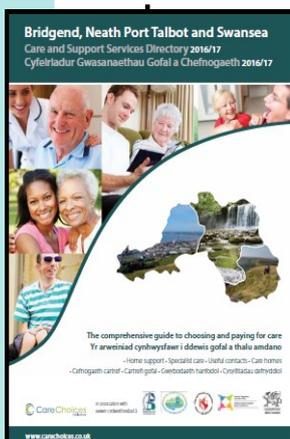
Making the Right Care Choices

Getting the right information and advice is the first step to getting the right care and support.

The Bridgend, Neath Port Talbot and Swansea Care and Support Services Directory 2016/17 offers a comprehensive guide to choosing and paying for care services. It features a long list of residential and home care providers, specialist services and useful contacts to help adults with care and support needs to make choices that are right for them.

The directory has been compiled by Care Choices (www.carechoices.co.uk) with input from the CSSIW, Bridgend County Borough Council, Neath Port Talbot County Borough Council and the City and County of Swansea.

Copies can be obtained via the Western Bay Programme Office by emailing western.bay@swansea.gov.uk, or by telephone on 01792 633950.



If you have any comments or queries about the items featured in our Newsletter, please email western.bay@swansea.gov.uk or telephone the Western Bay Programme Office on 01792 633950